

MARYLAND SUN BUCKS CARD

Quick Activation Tips



- 1) What number do I call to activate my Maryland SUN Bucks Card?**
Call 800-997-2222 – the number on the back of your card – to create a PIN and activate your card.
- 2) What is a PIN, and why do I need one for my Maryland SUN Bucks Card?**
A PIN, or Personal Identification Number, is a 4-digit code that you create to secure your Maryland SUN Bucks Card. You will need to enter your PIN whenever you use your card to make sure that only you can access the funds on it. It is like a password for your card.
- 3) What information do I need to have ready before calling?**
You should have your Maryland SUN Bucks Card, date of birth of the person listed on the card ready before you call. **The SSN 4 digits MUST be 0000** (not the actual SSN).
- 4) How do I create a PIN for my new Maryland SUN Bucks Card?**
Call 800-997-2222 and follow the voice prompts. You will be asked to enter your card number, **the SSN 4 digits MUST be 0000** (not the actual SSN), and the date of birth of the person on the card. Then, you'll select and confirm your 4-digit PIN.
- 5) Can I choose any 4-digit PIN I want?**
You can choose a 4-digit PIN, but it cannot include common PINs, two repeating digits, or two digits that are next to each other (e.g., 1234 or 1111).
- 6) What should I do if my PIN isn't accepted?**
If your PIN is not accepted, make sure it meets the requirements and try again. If you still have issues, you may need to choose a different 4-digit combination.
- 7) How do I confirm my selected PIN?**
After entering your new PIN, you will need to re-enter it to confirm. Follow the voice prompts to verify your PIN.
- 8) What happens after I successfully set my PIN?**
Once your PIN is successfully set, you will hear a message that says, "You have successfully selected your PIN. Your card is ready to use."
- 9) What should I do if I forget my PIN?**
If you forget your PIN, call the number on the back of your card and follow the prompts to reset it.
- 10) Is it safe to share my PIN with anyone?**
No, for your security, never share your PIN with anyone. It is important to keep your PIN private to protect your card.